

Open311

Chicago's new **Open311** brings unprecedented new levels of openness, innovation and accountability to the delivery of City services. We've reinvented and reinvigorated City service delivery with the latest in digital technologies.

Web and smartphone developers can **create apps** that tap into Open311 to submit service requests, send photos and check status.

NEW APPS

TRACKING NUMBER

PHONE IN



NEW



The new **Open311 Service Tracker** shows the current status of your service requests from the time you submit it until it's completed.

Find out the status of your 311 service request

SUBMIT

Don't know your service request #? Call 311

NEW



IMPROVED WEB SUBMISSIONS

Chicagoans can now enter more detailed **location information** and **photos** to service requests.



NEW

IMPROVED CHITEXT TOOL

Text **311** to **CHItext** to submit and track service requests on your cell phone and receive frequently requested info.

311 FACTS

- ➔ **311** receives **3.9 million calls** annually, each averaging nearly **1.5 minutes**.
- ➔ **40%** of service requests are duplicates.
- ➔ **Open311** will decrease the 311 call center's call volume, minimize duplicate calls, and reduce customer wait times.

In collaboration with:



•••• www.cityofchicago.org/311 ••••